IP Office

Voicemail Installation & Administration Manual

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Voicemail

Overview

This documents covers the installation and administration of voicemail on IP Office. Currently that includes the following:

- **Voicemail Lite**
  This voicemail server program is supplied on the IP Office Administrators CD. It doesn't require a license and can be run on a run on low specification networked PC.
- **Voicemail Pro**
  This voicemail program requires an IP Office license key to run. It builds on Voicemail Lite by offering a high degree of customization for any mailbox. Voicemail Pro consists of both a server program and a client for administration of the server.
  - **IMS: Integrated Messaging System:**
    Included with Voicemail Pro software but requires its own IP Office license key. Works with a customer's Microsoft Exchange server to provide synchronized voicemail and email operation.
- **Mailbox Modes**
  The controls and options available to the mailbox users vary according to the type of voicemail installed, the type of phone they are using and the mode of operation setup by the System Administrator. See "Mailbox User Controls" on page 79.

Note: The IP Office can only interact with one voicemail server at any time. If more than one voicemail server is installed on a network this may cause problems.

Voicemail Lite

Voicemail Lite provides is provided on the IP Office Administrator's CD.

Key features are:

- Runs on Pentium 166MHz, Windows 9x networked PC or higher.
- Does not require a license key.
- Maximum Message Length = 60 seconds:
  The Voicemail Lite is restricted to a maximum message length of 60 seconds for any message.
- Maximum of 4 Simultaneous Users (2 on IP 401)
  See "Number of Simultaneous Voicemail Users" on page 10.
- Supports basic voicemail email.
- Runs as a server program only (Voicemail Pro runs as a service on Windows NT/2000 platforms).
- Supports basic mailbox customization :
  - Pin code
  - Ringback
  - Reception
  - Voicemail On/Off
  - Email address
  - Voicemail email on/off

Voicemail Pro

Voicemail Pro is a licensed version of voicemail for IP Office. It builds on Voicemail Lite in a number of ways:

- Support for more than 4 simultaneous voicemail users (maximum 2 only on IP401).
- By default each user and hunt group still receives the standard voicemail feature. However voicemail behavior can be individually customized.
  - Defaults to Intuity mailbox mode within North, South and Central America.
- Customization can also be applied to the defaults for all users and hunt groups and to access via custom short codes.
- The maximum recordable length of messages can be changed from the fixed 60 second limit of Voicemail Lite.
- Automatic call recording (Voice Recording) for selected Users, Hunt Groups and CLI's allows the automatic recording of calls. This is setup through the Manager application.
- Campaigns allow a sequence of messages to be played to a caller and the caller's response to those question (spoken and/or telephone key presses) are recorded. The sets of response can then be accessed and action by call agents.
- Integrated Messaging System (IMS) adds sophisticated voicemail to email integration.
- Support for full Visual Voice operation on Avaya 20 Series display telephones.

Voicemail Pro Components

Voicemail Pro consists of a number of software components.

- **IP Office Feature Key Server**
  Required for validation of the Voicemail Pro, ports and IMS licenses.
- **Voicemail Pro Server**
  Runs on the Server PC and provide voicemail facilities to the IP Office.
  - **Voicemail Pro Service**
    On Windows NT4 and 2000 the Voicemail Pro Server installs as a Service. This provides greater reliability and resilience.
- **Voicemail Pro Client**
  This is the interface used to configure the Voicemail Pro server. It can be installed on a different PC from the Voicemail pro server PC if required but typically it is run on the same PC.
- **IMS Server & Administration Tool**
  IMS (Integrated Messaging System) provides sophisticated voicemail and email integration between the Voicemail Pro Server and Microsoft Exchange. IMS consists of a number of components.
  - **IMS Voice Service, Gateway Service and Database Service**
    These are installed onto the Voicemail Pro Server PC.
  - **IMS Administration Tool**
    Installs onto the Voicemail Pro Server PC.
  - **IMS Client Package**
    Each IMS user requires an IMS client installed on their PC.
- **Campaign Web Component**
  If the Voicemail Pro Server PC is also running a web server, web pages can be used to access campaign messages.

The following additional components may be required for certain functions:

- **Web Server *(Xitami, Microsoft IIS or PWS)***
  A web server running on the Voicemail Pro Server PC allows agents to access campaign messages through their web browser (MSIE 5 or higher, not Netscape). Note that this requires their PC to have multimedia sound facilities.
- **MAPI Client *(Outlook 97/98/2000, Outlook Express)***
  If the PC onto which the Voicemail Pro Server is installed has a working MAPI compliant email program, then mailbox users can make use of basic voicemail email features.
- **Exchange Server**
  IMS requires access to a Microsoft Exchange Server.

Integrated Messaging Service (IMS)

IMS allows users to deal with voicemails through their normal email interface (Microsoft Outlook or Exchange). Voicemails can still be handled conventionally using the telephone.

Voicemails are presented with a special icon in the users email inbox. When a voicemail is opened, a special form appears which enables the user to play back the message on their telephone. The voicemail itself remains on the voicemail server.

When a voicemail is read, forwarded or deleted, either from the email or by using the phone, its status is reflected in both the mailbox and the email inbox.

- **Playing Messages Through the PC**
  Normally IMS plays the voicemail messages through the PC user's telephone. IMS can be set up to send the voicemail messages as wave files which are played using the PC's sound capabilities. However this creates a heavy load on the network and servers and so is not recommended. Typically one minute of speech requires the transfer of a 1MB file across the network.
- **Network and Exchange Server Knowledge**
  Installation of IMS requires access to the customers Exchange server and to other critical components of their network. The installation should only be performed by an installer with good knowledge of Exchange Server and Microsoft network setup. The installation should also only be performed in conjunction with the customer's network manager.

IMS Limitations

IMS is designed to work in a system that comprises one IP Office and one Microsoft Exchange Server. It can be used in a system with more than one telephone systems so long as that system has centralized voicemail using just one voicemail server.

IMS cannot be used to:

- Save a voicemail.
- Compose a new voicemail.
- Reply to a voicemail.
- Add comments to a forwarded voicemail.
- Mark a voicemail as urgent.

Voicemails should not be placed in Public Folders.

Windows 95/98 client PC's must connect to the IMS Server PC using TCP/IP. Win 95/98 clients who do not use TCP/IP are not supported.

IMS Components

IMS comprises of the following components.

- **IP Office**
  One of the IP400 Office series of telephone systems.
- **Voicemail Pro**
  Provides voicemail services to the IP Office extension users.
- **IMS Server**
  This actually consists of three services installed on the Voicemail Pro Server PC:
  - **IMS Voice Service**
  - **IMS Gateway Service**
    It interacts with the Voicemail Pro Server, the Exchange Server and the IMS Clients.
  - **IMS Database Service**
    It stores the current known status of voicemail messages and mirrors that status in both user's email and voicemail mailboxes.
- **Microsoft Exchange Server**
  The customers MS Exchange server.
- **IMS Administration Tool**
  This tool is used to maintain the association of voicemail mailboxes to email mailboxes.

The following additional components are required on the user PC's.

- **Microsoft Exchange or Outlook**
  Microsoft Exchange Client or Outlook 97 or higher.
- **IMS Client**
  Installed on each email user’s PC. It adds a form to their Outlook or Exchange program that lets them handle voicemails.

Number of Simultaneous Voicemail Users

All connections between the voicemail server (Pro or Lite) and the IP Office are via the LAN using data channels. The maximum number of data channels that can be used for voicemail operation at any moment are shown below.

IP Office	Data Channels	Maximum for Voicemail Lite	Maximum for Voicemail Pro
IP 401	2	2	2
IP 403	18	4	10
IP 406	24	4	20
IP 412	100	4	30

- **Voicemail Pro Licenses**
  The actual number of ports available on Voicemail Pro is controlled by license keys entered through the Manager application.
  - The **Voicemail Pro** license enables 4 ports (2 on IP 401).
  - **Additional Voicemail Pro** licenses can be added to enable further ports up to the maximum shown above.
- **Data Channels**
  The IP Office may support a higher number of data channels. The figures shown above are the maximum that can be simultaneously used for voicemail operation.
  - Data channels can be used for other purposes. This may reduce the number available for voicemail at any time.

User, Group and Mailbox Names

The voicemail server creates mailboxes based on the user and hunt group names entered in the IP Office Manager application. Whenever either the voicemail server or the Control Unit restart, new mailboxes are created for any new names found.

This method of operation has the following consequences:

- **WARNING: Mailboxes are based on names**
  For all users and groups, if their name is changed, they may no longer be associated with their former mailbox and any associated Voicemail Pro start points.
- **WARNING: Voicemail is case sensitive**
  Voicemail is case sensitive. If a mailbox or start point name is entered incorrectly within a Manager or Voicemail Pro, the intended operation will not occur and the call may be disconnected.

Language Support

The voicemail system provides prompts to callers and mailbox users based on the **Locale** setting set through the Manager application's **System** form.

Individual users can be assigned their own Locale for which Voicemail will then provide prompts (if the matching language is installed and supported). This is done either through the Manager application's User form or through the language choice on some telephones (refer to the appropriate telephone User Guides).

Language	Locale	Lite	Pro IP Office Mode	Pro Intuity Mode
Danish	dan	Yes	Yes	–
Dutch	nld	Yes	Yes	–
English (UK)	eng	Yes	Yes	Yes
English (US)	enu	Yes	Yes	Yes
French (Standard)	fra	Yes	Yes	–
French (Canadian)	frc	–	Yes	–
Finnish	fin	Yes	Yes	–
German	deu	Yes	Yes	–
Hungarian	hun	–	Yes	–
Italian	ita	Yes	Yes	–
Japanese	jpn	–	Yes	–
Norwegian	nor	Yes	Yes	–
Portuguese (Standard)	ptg	Yes	Yes	–
Portuguese (Brazilian)	ptb	–	Yes	Yes
Spanish	esp	Yes	Yes	–
Spanish (Latin)	eso	–	Yes	Yes
Swedish	swe	Yes	Yes	–

- **Default Language**
  If a prompt is not available in the indicated language, voicemail will default to either English (UK) or English (US).
- **Support Countries**
  The availability of a language as voicemail prompts does not necessarily indicate support for IP Office in a country that speaks that language. Contact your local Avaya office for details of which countries support IP Office.

The Voicemail Console

Voicemail Lite installs as a server program on all operating systems. Voicemail Pro installs as a server program on Windows 95/98 (on Windows NT or 2000 it installs as a service).

When installed as a server program, the program must be running for voicemail to operate. The program provides a console window that allows you to see messages between the voicemail server and the IP Office. The nature of the messages may be useful in diagnosing problems.

The console provides a number of commands. These commands only affect the display of messages within the console window and do not alter the voicemail server operation in any way.

- **Freeze**
  Halt the display of further messages. This is the default condition of the console when started.
- **Run**
  Start the display of messages.
- **Clear**
  Clear the display of messages.
- **Campaigns**
  Displays messages relating to campaigns. Voicemail Pro only.

Voicemail Lite Installation

Pre-Installation Requirements

Check the following requirements before installing the voicemail software onto the voicemail server PC. The software is installed from the IP Office Administrator CD.

PC

The PC used as the voicemail server should be:

- A Windows 9x or Windows NT4 or higher PC.
- A Pentium 166MHz or higher.
- A 100Mbps network card is strongly recommended.
- It is strongly recommended that the server PC is dedicated to this task and is located in a non-public area.

Network

The PC should be configured and tested for TCP/IP networking.

- We strongly recommend that it is directly connected to an IP Office LAN port.
- The PC should have a fixed IP address. Whilst PC's in a DHCP network usually retain the same IP address between reboots this is not guaranteed.
    - If the IP Office is acting as a DHCP server, in default it will use addresses up to 192.168.42.200 for DHCP, leaving higher addresses free for devices that require fixed IP addresses.

Disk Space

The Voicemail Server installation requires 250MB of disk space, however you should note that recorded messages consume an additional 1MB of disk space per minute.

- For a small office, you can expect to require at least 200 minutes of message recording space, ie. 200 MB.
- For a busy environment you can expect to require at least 1,000 minutes of message recording space, ie. 1Gbyte.

Email Connection

If the Voicemail Server PC has a MAPI compliant email client program, that program can be used for voicemail email functions. Email connectivity should first be tested by sending an email direct from the email client program on the Voicemail Server PC.

- Outlook 97/98 supports MAPI.
- Outlook Express can be configured to enable MAPI.
- Note: The sending of voicemail .wav files across the network creates a high loading on the network and network servers.

Voicemail Lite Installation

1. Ensure that there are no other versions of Voicemail Server already installed on the PC.
   - After uninstalling any existing versions, always reboot the PC before proceeding to install the new version.
   - Uninstalling an old version will not delete existing messages and greetings.
2. Ensure that the date and time on the server PC are correct. Once installed, the Voicemail Server acts as the time source for the IP Office.
3. Run setup from the IP Office Administrators CD and follow the instructions. Select **Voicemail** from the list of installable components.
   - Be careful about deselecting other items as this will trigger their removal if already previously installed.
4. Add a shortcut to the **vmlite.exe** file (***C:\Program Files\Avaya\IP Office\Voicemail Server\vmlite.exe***) to the PC StartUp folder. Then restart the PC.
5. Following the restart, the IP Office Voicemail Lite server should be visible on screen or in the Taskbar. For details of the Voicemail Console screen see "The Voicemail Console" on page 12.
6. At any extension, dial ***17** (the default short code to access the extensions Voicemail), you should hear the voicemail server respond.
7. Minimize the Voicemail Lite Server program.
   - Do not close the Voicemail Lite Server program as that stops the voicemail server and all voicemail operation.
8. You can now proceed with configuring the IP Office to use the Voicemail Server, see "IP Office Manager Configuration" on page 19.
   - Note: The default IP Office configuration normally allows immediate voicemail operation for all users and hunt groups.

Voicemail Pro Installation

Pre-Installation Requirements

Check the following requirements before attempting to install Voicemail Pro. The software is installed from the IP Office Voicemail Pro CD.

General

- If not already installed, an IP Office Feature Key Server must be installed. This can be installed onto the same PC as the Voicemail Pro Server.
- License for Voicemail Pro and licenses for additional ports required.
- License for IMS if being installed.
- IP Office Voicemail Pro CD.

PC

- Windows 9x or higher PC. For maximum reliability Voicemail Pro should be installed as a service on an NT4 (with Service Packs 4, 5 and 6a) or Windows 2000 PC.
  - **Voicemail Only:** Pentium 200 with 128MB RAM.
  - **Voicemail with IMS and/or Campaigns:** Windows NT/2000 Pentium 300 with 256MB RAM.
- A 100Mbps network card is strongly recommended.
- The PC must have multimedia sound capabilities for the playing and recording of prompts.
- The server PC must be dedicated to this task and located in a secure area.

Network

The PC should be configured and tested for TCP/IP networking.

- We strongly recommend that it is directly connected to an IP Office LAN port.
- The PC should have a fixed IP address. Whilst PC's in a DHCP network usually retain the same IP address between reboots this is **not** guaranteed.
  - If the IP Office is acting as a DHCP server, then in default it uses addresses 192.168.42.1 to 192.168.42.200 for DHCP clients. This leaves addresses up to 192.168.42.254 free for devices that require fixed IP addresses.

Disk Space

Full installation requires 1GB of disk space. Typical installation requires approximately 160MB of disk space. However you should note that recorded messages consume an additional 1MB of disk space per minute.

- For a small office, you can expect to require at least 200 minutes of message recording space, ie. 200 MB.
- For a busy environment you can expect to require at least 1,000 minutes of message recording space, ie. 1Gbyte.

Web Server Operation

If web browser access to campaigns is required, one of the following web servers must be installed on the PC **before** Voicemail Pro. Note that both the Microsoft web server products run as services and require Voicemail Pro to also run as a service (ie. an NT or Windows 2000 installation of Voicemail Pro).

- Xitami Web Server
- Microsoft IIS Web Server
- Microsoft Personal Web Server.

Basic Email Connection (Voicemail Email)

For basic voicemail email operation, the Voicemail Server PC must also have installed a MAPI compliant email client program. Email connectivity should have been tested by sending an email from Voicemail Server PC using the MAPI client program.

- Outlook 97/98 supports MAPI.
- Outlook Express can be configured to enable MAPI.

Advanced Email Connection (IMS)

- **Email Server:**
  - MS Exchange 5 & 5.5
  - An Exchange User account for user 'IMSAdmin' will need to as part of IMS installation.
  - Must be a member of the same NT Domain as Voicemail Pro Server.
- A list equating Exchange User account names with and voicemail box users.
- **Email Client:** An NT Domain User named 'IMSAdmin' is created during installation. Exchange Client or Outlook must be configured and working for user 'IMSAdmin'.

IMS Client PC's:

- **Hardware:**
  The minimum recommended hardware for NT/2000 is a Pentium 100 with 32 Mb RAM. For Windows 95/98/ME is a Pentium 100 with 24 Mb RAM.
- **Operating system:** Either;
  - Windows NT4 with Service packs 4, 5, 6a or Windows 2000. Where a PC is outside of the Exchange server's domain it will need NT4 Service Pack 6a or Windows 2000.
  - Windows 95/98/ME clients must use TCP/IP networking.
- **Network configuration:**
  Users must be members of an NT Domain.
- **Email Client:**
  MS Exchange Client, Outlook 97, 98 or 2000.

Voicemail Pro Installation

The following process is for a typical Voicemail installation Pro.

1. Ensure that no previous version of Voicemail server is already installed on the PC.
   - After uninstalling any existing voicemail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.
2. Run Manager and enter the licenses for Voicemail Pro and any additional voicemail ports. If IMS is also being installed enter the license for IMS also. Upload the new configuration to the telephone system.
3. Reload the IP Office configuration into Manager and check that the status of the licenses have changed to ***valid***.
4. Ensure that the date and time on the server PC are correct. Once installed, the Voicemail Server acts as the time source for the IP Office.
5. Insert the Voicemail Pro CD. The installation wizard should auto-start.
6. Select the type of installation required:
   - **Client Install**
     Installs just the Voicemail Pro client program and the IMS Client installation package.
   - **Custom Install**
     Allows selection of which components to install.
   - **Typical Install**
     Installs all components of Voicemail Pro and IMS.
   - **Voicemail Pro**
     Installs the minimum required for voicemail operation. In addition to the selected installation language prompts, either English UK or English US prompts are installed.
   - Note: On Windows NT/2000, the Voicemail Pro Server is automatically installed as a service.
7. If the Campaign Web Component is being installed, you will be prompted for the Web Server type, location of the web server's HTML root and the CGI bin directories.
8. Windows NT/2000: If installing the Voicemail Pro Server, you will need to enter the user account that the Voicemail Pro service should use.
9. Unless there are specific reasons to do otherwise accept the displayed program folder.
10. A summary of those items about to be installed is displayed. You can use the **< Back** control to return to the previous screens and alter the selection if required. Otherwise click on **Next >** to begin the installation of files.
11. **IMS Installation:** If IMS is being installed, then following the file copying, you will be taken through the tabs of the Integrated Messaging Server control panel (see "IMS Server Configuration" on page 77).
    - Select the Logging Level required.
    - Enter the name of the PC on which the software is installed (the installation process should have auto-detected the name).
    - Select the Email Setting for the service. The email account used is IMSAdmin.
    - The installation process will attempt to verify the license for IMS before starting the service.
12. **Windows 95/98:** Add a shortcut to **C:\Program Files\Avaya\IP Office\Voicemail Pro\Vm\vmprov5.exe** to the PC's StartUp folder.

13. If upgrading from an existing Voicemail Lite, the Voicemail Lite message, name and greeting folders can be manually copied to equivalent Voicemail Pro folders.
14. Restart the PC.
15. You can now proceed with configuring the IP Office to use the Voicemail Server, see "IP Office Manager Configuration" on page 19.
    - Note: The default IP Office configuration normally allows immediate voicemail operation for all users and hunt groups.
16. If the Voicemail Pro client was installed, you can use this to alter the voicemail pro preferences, see "System Preferences" on page 42.
17. If IMS was installed, you can now configure IMS operation, see "Using IMS Administration" on page 75 and begin installing IMS clients.

Note:

- **Mailbox Mode:** If installed on a PC with North, South or Central America regional settings, the Voicemail Pro will default to Intuity mailbox mode. It will also set the automatic message deletion time to 30 days.

IMS Client Installation

The IMS client must be installed onto every PC from which the user intends to use IMS.

1. During IMS installation, the IMS Client installer **IMS Client.exe** is copied to the folder **C:\Program Files\Avaya\IP Office\Voicemail Pro\IMS\Client** (and a shortcut added to the PC desktop). Copy this file (approximately 10.8MB) to a location where it can be accessed when logged on at the various user PC's onto which you want to install the IMS Client.
2. For each user, access and start **IMSClient.exe** from the user's PC.
3. Enter the user's extension number and the name of the Voicemail Sever PC.

IP Office Manager Configuration

IP Office Configuration

The default configuration for IP Office allows almost immediate voicemail operation once the voicemail server is running. The IP Office default settings are:

- Voicemail running on a PC accessed using a broadcast address (255.255.255.255) from the IP Office.
- Voicemail on for each user and hunt group on the IP Office.
  - No Voicemail Code set for any mailboxes. Until a code is entered for a mailbox, it can only be accessed from the user's own extension.
  - No Voicemail Email or Voicemail Help operational.
  - No Voicemail Reception for user mailboxes.
- Whilst hunt group mailboxes are created and used by default, there is no default method for accessing them. A method for accessing each hunt group mailbox should be programmed. See "Hunt Group Voicemail" on page 31.

A range of settings and controls are accessible through the IP Office Manager Application to configure the voicemail operation. The following sections details those settings and controls.

System Configuration

The IP Office must be configured to recognize which PC is acting as its Voicemail Server. The IP Office is configured via the Manager application and these settings can be found in the **Voicemail** tab of the **System** configuration form.

- **Voicemail Type:** *Default = PC*
  Select **PC** for Voicemail Lite and Voicemail Pro operation.
- **Voicemail Destination:** *Default = Blank*
  Not currently used.
- **Voicemail IP Address:** *Default = 255.255.255.255*
  Enter the IP address of the PC on which the voicemail server is running. This may left set to 255.255.255.255 (a broadcast address) if there is only one voicemail server on the network.
- **Voicemail Password/Confirm Password :** *Default = Blank*
  Only used by Voicemail Pro. Leave blank for Voicemail Lite. For Voicemail Pro, if you set a password here, the same password must be entered in the Voicemail System Preference, see "Voicemail System Preferences" on page 42.

User Configuration

The following options are configured via the **Voicemail** tab for each individual **User** within Manager.

- **Voicemail Code:** *Default = Blank*
  A code (1-7 digits) used by the Voicemail Server to validate access to this User's Voicemail box. This is required when users retrieve Voicemail messages remotely, ie. from another user's extension or from an external telephone, eg. a mobile. If remote access is attempted and a Voicemail Code has not been configured the message "Remote access is not configured on this mailbox" will be played.
  - **Confirm Voicemail Code:**
    The Voicemail Code must be retyped to ensure it has been correctly entered.
- **Voicemail Email:** *Default = Blank*
  When a new message is received, the WAV file created can be sent to an email account either by user selection or according to the set Voicemail Email Mode (see below). See "Voicemail Email Integration" on page 27.
  - Note: The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.
- **Voicemail Reception:** *Default = Blank*
  When connected to a User's Voicemail the caller can press 0 to be transferred to either an internal number, eg. Reception or to an external number, eg. a mobile. Enter here the telephone number to be used. The User should announce this facility in their greeting message, eg. "John Smith is not available today, you may leave a message or press 0 for Reception".
  - Note: That is a "blind" transfer and if "reception" is busy, with no call queuing configured, the caller will have no further options and will be put through to voicemail again.
- **Voicemail On:** *Default = On*
  Controls if Voicemail is available for this extension.
- **Voicemail Help:** *Default = Off*
  When retrieving Voicemail messages users can be given a recorded message helping them to use the Voicemail facility. Standard IP Office mailbox mode only.
- **Voicemail Ringback:** *Default = Off*
  If enabled and a new message has been received, the Voicemail server will call the User's extension to attempt to deliver the message each time the telephone is put down. Voicemail will not ring the extension more than once every 30 seconds.
- **Voicemail Email Mode:** *Default = Off*
  Controls the method of operation of Voicemail Email above.
  - **Off:** Voicemail messages or notifications are not automatically sent.
  - **Copy:** A copy of the message is sent to the email account.
  - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
  - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

User Source Number Configuration

This tab in the **User** form gives a list of Dial In Source Numbers. Several of these numbers can relate to voicemail operation.

- **Telephone Number:** *Default = V plus own extension number*
  Right-click within the Telephone Number box and select **Add**.
  - **V = Voicemail access**
    To allow a User to collect Voicemail without being prompted for their Voicemail Code, prefix the number with a "V", eg. V201, or V0468312333. By default, each user is configured with their extension as a "trusted location" which enables them to dial *17 (default) from their own extension to collect Voicemail messages.
  - **H = Voicemail Ringback for a Hunt Group**
    To instruct the Voicemail Server to call the user when a new message has arrived for a Hunt Group prefix the Hunt Group name with a "H", eg. HSales
  - **P = Voicemail Ringback to any location**
    To instruct the voicemail server to call the user at a location other than their own extension when a new message is received, prefix the number with a "P", eg. P01232123456. This facility is only available when using Voicemail Pro through which the user must have a Callback start point setup.

Hunt Group Configuration

The following options can be configured via the **Voicemail** tab of the **Hunt Group** form in Manager.

- **Voicemail Code:** *Default = Blank*
  A security code (1-7 digits) used by the Voicemail Server. This is required when users retrieve Voicemail messages for this Hunt Group remotely, ie. from an extension not a member of the Hunt Group or from an external telephone, eg. a mobile.
  - **Confirm Password:**
    The Voicemail Code must be retyped to ensure it has been correctly entered.
- **Voicemail Email:** *Default = Blank*
  When a new message is received, the WAV file created can be sent to an email account. Enter the email address to be used by the Voicemail Server. This address is passed to the MAPI interface on the Voicemail Server, see "Voicemail Email Integration" on page 27.
  - Note: The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.
- **Voicemail On:** *Default = On*
  Each Hunt Group can use Voicemail to collect group related messages. Use this option to turn this feature on or off.
- **Voicemail Help:** *Default = Off*
  When retrieving Voicemail messages users can be given a recorded message helping them to use the Voicemail facility - "For help at any time press 8." This option will turn this facility on or off.
- **Voicemail Email mode:** *Default = Off*
  If a Voicemail Email address has been entered above, select one of the following modes:
  - **Off:** Voicemail messages or notifications are not automatically sent.
  - **Copy:** A copy of the message is sent to the email account.
  - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
  - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

Hunt Group Queuing

Additional the **Queuing** tab for a **Hunt Group** contains the following options:

- **Queuing On** : *Default = On*
  If selected (default) queuing will be available for this Hunt Group.
- **Queuing Limit:** *Default = Blank*
  This features sets the number of calls that will be held in the queue at any one time. If this number is exceeded the caller will receive the busy tone or be passed to Voicemail (if operational).
- **Queue Ring Time:** *Default = 10 seconds*
  This facility defines the time (in seconds) before the caller is placed in the queue.

An additional option in the **Hunt Group** tab control the interaction of queuing and the overflow group.

- **Overflow Time**: The Overflow Time will allow the use of both the queuing and overflow facilities. This feature defines the time (in seconds) the caller will be held in the queue before being passed to the Overflow Group. If all extensions in the Overflow Group are also busy the caller will be returned to the queue. If an Overflow Time is not specified calls will be passed directly to the Overflow Group and the queuing facility will not be used.

Routing User Calls to Voicemail

If a user has voicemail switched on, call will be automatically routed to Voicemail if either:

1. The extension is busy and **Call Waiting** has not been enabled.
2. The user has **Do Not Disturb** set or the extension is not answered within the **No Answer Time** as set in the Manager program (default 15 seconds).
    - **Exception:** Callers calling from 20 Series display telephones are not automatically routed to voicemail. They must press •**VMAIL** to leave a message.

The caller will hear the standard greeting message. A user can record their own standard greeting message if required.

When new messages are received, the user's telephone call display or IP Office PC application will be updated to show the number of new messages waiting.

If **Voicemail Ringback** is enabled, the Voicemail Server will ring the user's extension to attempt to deliver new messages after the user next uses the telephone.

All messages are stored until they have been listened to and then are automatically deleted after a set time (default 36 hours if installed in IP Office mode, 30 days if installed in Intuity mode) unless they are manually saved by the user.

At any stage whilst listening to Voicemail messages the user can ask for online help by pressing **8**.

A user can turn Voicemail and Voicemail Ringback on or off via Phone Manager or using the default short codes as follows:

- ***18** - To turn Voicemail on
- ***19** - To turn Voicemail off
- ***48** - To turn Voicemail ring back on
- ***49** - To turn Voicemail ring back off

Voicemail Reception

After a caller has been routed to voicemail, the mailbox user may wish them to have the option of transferring to another number, for example, reception, an assistant or an external number such as the user's mobile.

To do this, using Manager the number required should be entered **Voicemail Reception** box in the User's Voicemail tab. The user should record a new greeting message informing callers that if they can press **0** to transfer to that number.

Transfer Calls to Voicemail

The facility to transfer a call directly to a user's voicemail is available using the eConsole or Phone Manager applications. For users not using these applications a short code can be created.

For example:

- **Short Code:** *201
- **Telephone Number:** "#Extn201" *(include quote marks)*
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Note: When creating short codes for use with Voicemail, the **?** indicates "collect Voicemail" and the **#** indicates "deposit Voicemail". The telephone number entry must also be enclosed by quote marks as shown above.

Voicemail Email Integration

Voicemail messages are stored on the Voicemail Server PC as .WAV files and these files can be sent to an email account.

This feature uses the MAPI interface of the email client on the voicemail server PC. Microsoft provides Windows Messaging/Microsoft Exchange/InBox free as part of Windows and these all have a MAPI interface.

- **Note:** Voicemail Email is separate from IMS operation.
- **Note:** The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.

If you can send a message via one of these clients from the Voicemail Server PC, then the Voicemail Server will also be able to. Use this to check that the problem is with the email on the PC as opposed to the Voicemail Server application. The MAPI interface is not activated until there is an email to be sent. Outlook 97/98 also works with MAPI. Outlook Express has a configuration option to enable MAPI.

The User's Voicemail tab in Manager is used to set the target email address and the default mode of operation (Off, Copy Forward or Alert). See "User Configuration" on page 21. Users accessing their mailbox using standard IP Office Mailbox mode can change the mode of email operation and select to send individual messages via email. See "IP Office Mode" on page 81.

Using Voicemail to Give Error Messages

Voicemail can be used to give out messages when certain numbers are dialed. For example, if users are barred from making international calls, rather than giving users the busy tone a recording similar to "International calls are not permitted" could be played instead. The following example could be used:

1. Create a user that will allow you to record the message and give this user a Voicemail Code, eg.
   - **Name:** Barred
   - **Full Name:** Internal calls error message
   - **Extension:** 403
2. Use a short code to access the user's voicemail to enable you to record the message, eg.
   - **Short Code:** *95
   - **Telephone Number:** "?Barred" *(include quote marks)*
   - **Line Group ID:** 0
   - **Feature:** VoicemailCollect
3. Record a new greeting message for the above user, eg. "International calls are not permitted" and save as a Continuous Loop.
4. Create a short code so that when a user dials an international call they will be played the error message, eg.
   - **Short Code:** 00N
   - **Telephone Number:** "#Barred" *(include quote marks)*
   - **Line Group ID:** 0
   - **Feature:** VoicemailCollect

Accessing Voicemail Remotely

Overview of Remote Access

By default a user can access voicemail from their own extension (using ***17)**.

Their mailbox cannot be accessed from any other location, internal or external, until a Voicemail Code has been set for the mailbox. This is done through the User's configuration form in the Manager program.

Once a Voicemail Code has been set, the mailbox can be accessed from other locations (see following sections) and the caller will be prompted to enter the code.

If direct access is required the location can be setup as a 'trusted location'. The caller will then not be required to enter the Voicemail Code. Note: This requires that the incoming call provides a matching CLI.

Access Voicemail from Another Extension

1. Dial the extension whose mailbox is required.
2. When diverted to voicemail, press **8** during the voicemail greeting.
3. If not calling from a 'trusted location', enter the Voicemail Code when requested.

Access from Any Extension for All Users

To use this facility a short code must be created.

For example:

- **Short Code:** *98
- **Telephone Number:** ?Anonymous *(note no quote marks)*
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Any user can now dial *98 from any extension. They will be prompted for their mailbox number (extension number) and Voicemail Code.

Access from Any Extension for a Specific User

To use this facility a short code must be created.

For example:

- **Short Code:** *90
- **Telephone Number:** "?Extn201" *(include quote marks)*
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

The user ('Extn201' in this example) can now dial ***90** from any extension and then enter their Voicemail Code to access their voicemail messages.

Access from a Trusted Extension

If a user regularly accesses their voicemail messages from another extension, this extension number can be set up as a "trusted location".

For example in the **Source Numbers** tab of the **User**'s form for extension 214, add an entry **V204**. Now when the user, Extn214, dials *90 from extension 204 they will not be prompted for their Voicemail Code.

See "User Source Number Configuration" on page 22.

Accessing Voicemail from an External Location

If users wish to access their Voicemail messages when away from the office an Incoming Call Route can be used for this facility. The Incoming Call Route must be set up with the destination as Voicemail.

Direct Access from a Trusted External Location

If a user regularly accesses their mailbox from the same external location, that number can be set up as a "trusted location". In the **Source Numbers** tab of the **User** form in the Manager program add an entry **V** followed by the telephone number, eg. **V01923 383838**.

When the users dials the number set up as the Incoming Call Route to Voicemail from the "trusted location", they will not be prompted for their mailbox number or Voicemail Code. See "User Source Number Configuration" on page 22.

Note: This requires that the incoming call provides a matching CLI.

Hunt Groups

Hunt Group Voicemail

If voicemail for a hunt group is on (the IP Office default) calls to the hunt group will be automatically routed to voicemail if all available extensions have been rung for the number of seconds defined in the IP Office's **No Answer Time** parameter (15 seconds default).

- **IMPORTANT: Access to hunt group voicemail**
  By default there is no indication when a hunt group mailbox contains messages and no direct access method to a hunt group's mailbox. These must be enabled individually for each hunt group using the methods shown below.

Accessing Hunt Group Voicemail Using a Short Code

To access messages for a Hunt Group, a short code can be created:

For example:

- **Short Code:** *99
- **Telephone Number:** "?Sales" *(include quote marks)*
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Members of the Sales hunt group can now dial ***99** from their own extensions to access hunt group messages.

To use this short code for access from an extension that is not a member of the hunt group, a Voicemail Code should be configured for the group.

Accessing Hunt Group Voicemail Using Voicemail Ringback

Voicemail Ringback for a hunt group can be achieved by entering the hunt group name as a "trusted location" in a user's **Source Numbers** tab. See "User Source Number Configuration" on page 22.

For example, enter **HSales**. When a new message is received by the Sales hunt group, the voicemail server will ring the user and present the new messages that have been received by the hunt group.

To use this short code for access from an extension that is not a member of the hunt group, a Voicemail Code should be configured for the group.

Out of Hours Operation

You may only require Voicemail during the evenings or at weekends but not during normal office hours. This is possible by using Hunt Groups, which can be switched into different operational modes automatically by using timebands or manually by dialing short codes to place a Hunt Group into Night Service or Out of Service mode.

When a Hunt group is in Night Service or Out of Service mode, the caller will get "Busy" or if Voicemail is available played the Out of Hours greeting or alternatively all calls will be forwarded to the Fallback Group if selected.

Each Hunt group has a Time Profile option and if configured is only considered active during the time period defined. Outside the time period the caller will get "Busy" or if Voicemail is available played the Out of Hours greeting or alternatively all calls will be forwarded to the Night Service Fallback Group if selected.

It is thus possible to forward one Hunt Group to a different Hunt Group when out of hours operation is required. The Fallback Group can then ring different extensions and if required go onto Voicemail if the call is unanswered.

Hunt Group Queuing

If enabled, a call will be held in a queue when **all** extensions in the Hunt Group are busy.

The **Queue Ring Time** defines the number of seconds the caller will hear the ringing tone before being played the "You are in a queue greeting". The caller will then be placed on hold for 20 seconds and then played the "You are still in a queue greeting". Again the caller is on hold for a further 20 seconds and then played the still queued message again. This sequence is repeated until the call is put through to the first available extension.

This is the default queuing sequence used for Voicemail Lite and Voicemail Pro. Using Voicemail Pro you can define custom actions and prompts for the queuing sequence. See "Using Queued and Still Queued Start Points" on page 43.

Using Voicemail Pro

Overview of Voicemail Pro

This section details using the Voicemail Pro client to control and alter the operation of the Voicemail Pro sever.

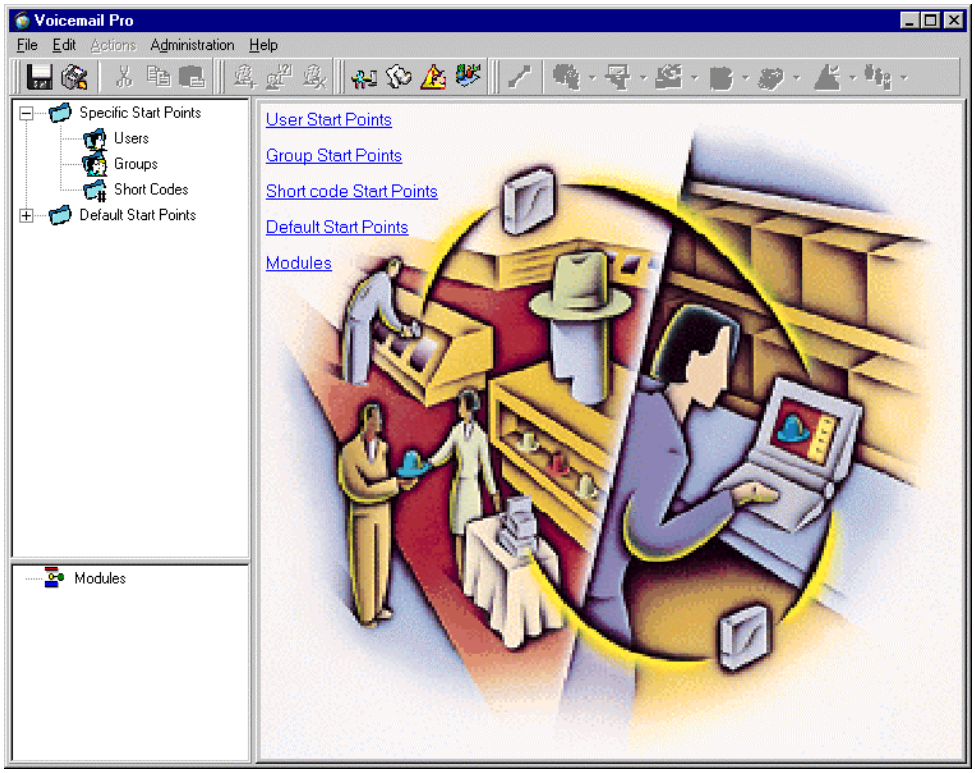
- **Default Operation**
  The default operation for Voicemail Mail Pro is to provide voicemail for all users and hunt groups and so essentially emulate Voicemail Lite operation. An except is that in North, South and Central America users are defaulted to Intuity mailbox mode.
- Voicemail Pro is used to program alternative actions for those users and hunt groups who require facilities differing from those provided by a standard mailbox. It can also be used to program a series of voicemail actions triggered by the dialing of a short code.

Relevant Sections:

- **Using Voicemail Pro**
  This section covers the concept and usage of the Voicemail Pro client.
- **Voicemail Pro Actions**
  Covers the individual actions that can be used within a Voicemail Pro callflow. See "Voicemail Pro Actions" on page 46.
- **Voicemail Pro Modules**
  Covers how pre-programmed sequences of actions can be used to simplify Voicemail Pro programming. See "Voicemail Pro Modules" on page 63.
- **Conditions Editor**
  Covers the Conditions Editor which allows voicemail operation to alter according to factors such as time, date, day, etc. See "Conditions Editor" on page 65.
- **Voicemail Pro Campaigns**
  Covers the creation and operation of Voicemail Pro Campaigns. See "Voicemail Pro Campaigns" on page 69.

The Voicemail Pro Screen

Voicemail Pro is a windows interface used to program the Voicemail Pro Server.



- The toolbar across the top of the screen provides access to a range of icons. See "Toolbar Icons" on page 35.
- The top left-hand panel contains an expandable/contractible list of customizable voicemail start points. See "Start Points" on page 36.
- The bottom left-hand panel contains a library of voicemail modules. See "Voicemail Pro Modules" on page 63.
- The right-hand panel contains information relevant to whatever is currently selected in either of the left-hand panels.

Starting Voicemail Pro

From the **Start** menu, select **Programs**. Select **IP Office** and the **Voicemail Pro**.

When Voicemail Pro is started it loads the file ***Vmdata.mdb***. This is a database file containing Voicemail Pro settings.

Once this file has been edited, to be used by a Voicemail Server it must be saved as a .vmp type file. See "Saving and Making Live" on page 41.

Voicemail Pro also has controls that allow you to export or import all or part of the database. See "Importing and Exporting" on page 41.

Toolbar Icons

The Voicemail Pro screen provides the following icons. Note that these may be grayed out according to which area of the Voicemail pro screen is currently active.

- **Save as:** See "Saving and Making Live" on page 41.
- **Save & Make Live:** See "Saving and Making Live" on page 41.
- **Cut:** Removes currently highlighted text and copies it to the Windows clipboard.
- **Copy:** Copies currently highlighted text to the Windows clipboard.
- **Paste:** Pastes the contents of the Windows clipboard to the current cursor position if appropriate.
- **Add Start Point:** See "Adding a Start Point" on page 37.
- **Edit Start Point:** See "Editing a Start Point" on page 37.
- **Delete Start Point:** See "Deleting a Start Point" on page 37.
- **Preferences:** See "System Preferences" on page 42.
- **User Defined Variables:** See "User Defined Variables" on page 44.
- **Conditions Editor:** See "Conditions Editor" on page 65.
- **Campaigns:** See "Voicemail Pro Campaigns" on page 69.
- **Connection:** See "Connections" on page 40.
- **Basic Actions:** See "Basic Actions" on page 50.
- **Mailbox Actions:** See "Mailbox Actions" on page 52.
- **Configuration Actions:** See "Configuration Actions" on page 54.
- **Telephony Actions:** See "Telephony Actions" on page 56.
- **Miscellaneous Actions:** See "Miscellaneous Actions" on page 59.
- **Condition Actions:** See "Condition Actions" on page 61.
- **Queue Actions:** See "Queue Actions" on page 62.

Start Points

Voicemail Pro consists of a number of start points. When the Voicemail Server receives a call, it looks for a matching start point and if it finds one it then provides a series of actions linked to that start point. If no match is found then it provides standard voicemail functions to the call.

The left-hand panel contains an expandable and collapsible list of start points. These can be start points for individual users, hunt groups, shorts code and defaults start points.

Specific Start Points: This folder contains the start points for users, groups and short codes.

- **Users:** This folder contains start points setup for individual users.
  - This is the start point for an individual user. If can be expanded to show the different start points set up for the user.
  - **Collect:** Used when the user rings voicemail.
  - **Leave:** Used for calls to the user that are redirected to voicemail
  - **Callback:** Used when voicemail rings a user to inform them of messages in the user's mailbox, see "Using a Callback " on page 44.
- **Groups:** This folder contains start points setup for hunt groups.
  - This is the start point for a particular group. It can be expanded to show the different start points setup for the group.
  - **Collect:** Used when someone accesses the group's mailbox.
  - **Leave:** Used for calls to the hunt group that are redirected to voicemail.
  - **Queued & Still Queued:** See "Using Queued and Still Queued Start Points" on page 43.
- **Short Codes:** This folder contains any start points setup for particular short codes.
  - An individual short code on the IP Office. Note that this requires a matching special Short Code to be setup in Manager, see "Short Code Start Points" on page 37.

Default Start Points: Rather than set up individual start points for every user and group, you can also program actions against the default start points. These will then be used for all calls received by the Voicemail Server that don't match a specific start point. See "Default Start Points" on page 38.

Modules: Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow. See "Voicemail Pro Modules" on page 63.

Adding a Start Point

1. Either click on **Users**, **Groups** or **Short Codes** and then , or right-click the mouse on **Users**, **Groups** or **Short Codes** and select **Add**.
2. Select the name that matches the user name of the user or group on the telephone system or enter the short code (see additional short code note below).
3. For users and groups you can also select the types of start points that you want to added. Tick the boxes for the user or group start points required.

Short Code Start Points

Short code start points require the Telephone Number entry of the matching short code in the Manager application to be set up in a particular way.

For example, if a Start Point for short code *88 is setup, the settings for short code *88 in the Manager application must be as follows:

- **Short Code:** *88
- **Telephone Number:** "#ShortCodes.*88" *(include quote marks)*
- **Feature:** VoicemailCollect

Editing a Start Point

1. In the left-hand panel, either click on the start point to edit and then on or right-click on the start point and then select **Edit**.
2. You can now edit the name and for users and groups you can change the entry points. Note that deselecting an existing entry point will delete all existing actions associated with it.

Deleting a Start Point

1. In the left-hand panel, either click on the start point to delete and then on or right-click on the start point and then select **Delete**.

Default Start Points

The default start points can be used to create a sequence of actions that will be applied to all suitable calls unless a specific start point exists

- **Collect:**
  Used when a caller attempts to access a mailbox.
- **Leave:**
  Used when a caller is redirected to voicemail.
- **Callback:**
  Used when the voicemail calls a user to inform them about messages in a mailbox. See "Using a Callback " on page 44.
- **Queued** & **Still Queued:**
  Used for callers queuing for a hunt group. See "Using Queued and Still Queued Start Points" on page 43.

When a default start point is used, the following actions will automatically recognize who the presumed user is and access the matching mailbox for that user (unless the action specifies another mailbox):

- **Get Mail Action**
- **Leave Mail Action**
- **Play Configuration Menu**
- **Listen Action**
- **Record Name Action**
- **Edit Play List Action**

The following actions will automatically recognize who the presumed user is and then use that user's Voicemail Reception settings (unless the action specifies another mailbox):

- **Transfer Action**
- **Assisted Transfer Action**
- **Whisper Action**

Actions

Once a start point has been created, you can add actions to it and create connections between the actions. The sequence of actions associated with a start point is shown in the right-hand panel when you click on the start point.

- **Results & Connections:**
  Each action can have a number of results (true, false, no answer, busy). The types of results depend of the type of action, most actions having just a 'Next' result. Each result can be used as a connection point to another action, see Connections.
- **Modules:**
  A set of actions and connections can be combined and reused as a module, see "Voicemail Pro Modules" on page 63.
- **Available Actions:**
  For a list of actions and their function see "Voicemail Pro Actions" on page 46.

Adding an Action

1. Select the start point to which you want to add an action and then click on the right-hand panel.
2. Either:
   - From the menu bar select **Action**, then the action type required and then the action required.
   - From the toolbar, click on the icon for the action type required and then on the action required.
3. The cursor changes to show that you have selected an action to add.
4. Click on the point in the right-hand panel where you want the action added.
5. You can now edit the action and add connections to the action.

Editing an Action

1. Either double-click on the action in the right-hand panel or right-click on the it and select **Properties**.
2. The action's properties appear as a number of tabs. See "Standard Action Tabs" on page 48.

Deleting an Action

1. Click on the action to delete.
2. Either select **Edit** and then **Delete** or right-click and then select **Delete**.

Connections

To use the actions added to a start point they must be connected. The sequence of the connections determines how the call is then routed through voicemail.

Each action can have a number of results (***True***, ***False***, ***No Answer***, ***Busy***). The types of results depend of the type of action:

- Most actions just have a ***Next*** result, ie. a single connection to the next action.
- Other actions may have two results, eg. ***True*** or ***False***, depending on some check performed by the action. Each of these results represent a connection point for different following actions.
- Some actions may have multiple results. For example the **Assisted Transfer** action has results for ***Next***, ***No Answer***, ***Busy*** and ***No Answer Timeout***. Each of these results represents a connection point for different following actions.
- Results for which a connection to a following action has not been set either disconnect the call or, if it came from a hunt group queue, transfer it back to the queue.
- Within modules, all connection should end in another action or in a Module Return action.

Adding a Connection

1. Click on the icon. Click and drag the cursor from the action you want at the start of the connection to the action you want at the end of the connection.
2. If the start action has several results, ensure that you drag the cursor from the result required.

Deleting a Connection

Note: Deleting an action will also delete any connections attached to that action.

1. Click on the connection to delete. It should display as red.
2. Either select **Edit** and then **Delete** or right-click and then select **Delete**.

Saving and Making Live

The settings edited by Voicemail Pro are stored in a database file (***Vmdata.mdb***). In order to be used by the Voicemail Server they must be saved as a ***Root.vmp*** in the voicemail server folder.

- **Save as:**
  Saves the database as a ***.vmp*** file with the name you specify. That file can then be copied to other systems.
- **Save & Make Live:**
  Saves the settings as ***Root.vmp*** in the voicemail server folder. The folder location is set through Preferences, see "Voicemail System Preferences" on page 42.

Importing and Exporting

The **File | Import or Export** command allows you to import or export a whole set of Voicemail Pro settings or just individual modules.

This process involves two types of file. A database file (***.mdb***) contains a full set of Voicemail Pro settings. A module file (***.mod***) contains one or several modules.

When exporting modules to a module file, you will be prompted to select which module to export. Similarly when importing modules from a module file you will again be prompt for which modules to import. Note that if a module of the same name already exists that module will be overwritten.

When importing a database file, the existing database is overwritten. However a backup copy of is saved in the folder ***DB Backup***.

- **Note:** Importing and exporting does not include prompts. These must be moved as separate items or re-recorded.

Including Other Files

In some special circumstances it may be necessary to include the settings of a existing .vmp file into the Voicemail Pro settings. This is done using the **File | Include** option. After changing the included file settings ensure that you select **Update**.

- **Note:** If included files are used, the Voicemail Pro database contains only a pointer to the name and location of the files and not the actual files. Therefore the included file should not be moved or renamed. We strongly recommend that any file to be included is placed in the same folder as ***Root.vmp*** before being included.

Viewing As Text

The **File | View as Text** option display the Voicemail Pro Modules and Start Points as a text file. This may be necessary for support calls and diagnostics.

System Preferences

Pressing **F9** or clicking on the icon displays the **System Preferences** menu.

Voicemail System Preferences

- **Voicemail Password:**
  This must match the Voicemail Password configured on the IP Office. See "System Configuration" on page 20.
- **Voicemail Server Directory:**
  Indicates the location of the voicemail server program. This is the folder to which the file ***Root.vmp*** is saved when the **Save & Make Live** command is used.
- **Voicemail Server Speech Directory:**
  Indicates the location of the folders containing the libraries of speech prompt.
- **Max. Message Time:**
  Sets the maximum length in seconds of any message.
- **Default Telephony Interface:**
  Controls how the mailbox access appears to users. Can be switched between IP Office and Intuity. See "Telephony Operation Mode" on page 80.
  - **Note:** If the **Regional Setting** of the server onto which Voicemail Pro is installed is within North, South or Central America then Voicemail Pro defaults to Intuity mailbox operation.
- **Play Advice on Call Recording:**
  Used with recording live calls. When enabled, this feature plays a message to callers advising them that their call is being recorded. See "Voice Recording" on page 73.

Campaign System Preferences

This tab is used to indicate where campaign information and messages should be stored.

- **Remote Campaign Directory:**
  Use this field to browse for the directory in which campaign files should be stored.

MAPI System Preferences

If the voicemail server is running on a PC that has a MAPI client program installed, then the voicemail server is able to use that client to provide email services. If the network manager requires a particular MAPI profile to be used then that is set through this tab.

- **MAPI Profile:**
  Allows the voicemail server to sign on to MAPI using a particular profile name if necessary.
- **MAPI Password:**
  This is the password for the specified profile.

Using Queued and Still Queued Start Points

The voicemail server can support the use of group queuing through the **Queued** and **Still Queued** start points for calls to a group.

To do this the group must first have queuing enabled. Within the Manager application queuing is set through the Hunt Group's **Queuing** tab.

- **Queuing On:**
  Switches use of queuing on.
- **Queuing Limit:**
  Sets the number of calls that can be in the queue at any time. Additional calls will go direct to the hunt group's mailbox (or its Leave start point if that has been configured).
- **Queue Ring Time:**
  Defines the time in seconds before the caller is placed in the queue. The default is 10 seconds.

When a call arrives for a group that has queuing in operation and all members of the group are busy, the following events take place:

- The caller hears ringing for the **Queue Ring Time** period. They are then passed to the groups **Queued** start point on the voicemail server and follows any actions set there.
- If the caller remains in the queue after this, they hear hold music (if installed) or ringing for the next 20 seconds.
- The caller is then passed to the group's **Still Queued** start point on the voicemail server and follows any actions set there.
- If the caller remains in the queue after this, they hear hold music or ringing again for 20 seconds and are then are passed to the group's **Queued** start point again.
- The system continues to alternate between the **Queued** and **Still Queued** start points.

Using a Callback Start Point

Users can have notification of new messages in their mailbox sent to a number a number of their choice (this is a different function from Voicemail Ringback which will ring their own extension when next used). The number is set by entering it, preceded by a **P**, in the user's **Source Numbers** tab in the Manager application.

For this setting to be used, either the Default Callback start point or the User Callback start point must be setup with the actions required.

User Defined Variables

Pressing **F8** or clicking on the icon display the **User Defined Variables** menu.

You can create user variables, the value of which can be set through the **Set User Variable** action. See "Set User Variable Action" on page 61.

The sequence of actions presented to a call can also be branched according to the value of the variable using a **Test User Variable action.** See "Test User Variable Action" on page 61.

Example:

- Using the **User Defined Variables** menu, create a variable called **reception**.
- Create a short code start point that connects to a **Set User Variable** action that sets the variable **reception** to ***open***. Create another short code start point to set **reception** to ***closed***. Create the matching short codes on the telephone system.
- For calls using another start point, you can now use the **Test User Variable** action to test whether the value of **reception** is ***open***. The action has ***true*** and ***false*** results which you can link to the appropriate following actions, eg. transferring calls to the reception desk or to a mailbox.

System Variables

A number of system variables exist which can be used to perform tasks. For example, $NAM can be used to speak the users name within an actions entry prompt. The system variables can also be checked by Compare element in a conditions and thus branch the call flow according variables value, see "Voicemail Pro Modules" on page 63.

- **$NAM**
  Holds that name of the user (blank for short codes).
- **$CLI**
  Holds the CLI of the caller.
- **$RES**
  Holds the results of an action. For example a Generic action could be used to specify a result of "Fred". The $RES variable received by the following action would then hold the value "Fred".
- **$VAR**
  A general variable which can hold amongst other things DTMF key sequences.
- **$KEY**
  Holds the last DTMF key series entered.
- **$SAV**
  Holds the last saved result. This can be entered using the following entry in a Generic action, ***Save:<value>***, for example ***Save:$KEY*** or ***Save:1234***.

Wave Editor

The Wave Editor is used by Voicemail Pro to select, record and play prompts. It can be used to select existing prompts or to record new prompts.

- **To select a prompt:**
  Enter the name of the prompt or use the button to browse to the required file. Useful files are:
  - **en\MC_00** - Plays a bleep.
  - **en\MC_01** - Plays 1 second of silence.
  - Entering **1234.wav** will play "one two three four" (unless a file called 1234.wav has been recorded).
- **To record a new prompt:**
  Enter the name required for the prompt file. Then use the recording controls to record/re-record the prompt.
- **Using system variables:**
  Some system variable can be played as prompts. For example,
  - **$NAM** - Plays the user name.
  - **$CLI** - Speaks the caller's CLI.
  - **$RES** - Plays the current result if it is a .wav file.
  - **$VAR** - Plays the variable as a list of digits.

The format used by Voicemail Pro is WAV file, mono, 8117 samples per second, 16 bits per sample.

Voicemail Pro Actions

Overview of Actions

Once a Start point has been added, it can be linked to an action. Each action can have one or several results, depending on the type of action, and each result can be linked to a subsequent action. In this way you can build up a call flow.

Double-clicking on an action displays its properties. These appear as a series of tabbed menus. Many actions share the same standard tabs (see "Standard Action Tabs" on page 48) but each usually also has a Specific tab that contains options unique to that Action's function.

- **Using Modules**
  Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow. See "Voicemail Pro Modules" on page 63.

Available Actions

The available actions are:

- **Start Point Action** - The first action in any sequence.
- **Generic Action -** Direct entry of text commands.
- **Menu Action -** Branch according to touch tone selection.
- **Goto Action -** Go to another start point.
- **Disconnect Action -** Disconnect the call.
- **Home Action** - Return to the start point.
- **Module Return Action** - Return to the start of a module.
- **Get Mail Action** - Collect messages in a mailbox.
- **Leave Mail Action** - Leave message in a mailbox.
- **Listen Action** - Record to a mailbox.
- **Voice Question Action** - Record response to a prompt.
- **Campaign Action** - Access a campaign.
- **Edit Play List Action** - Re-record a prompt.
- **Record Name Action** - Re-record a mailbox name.
- **Play Configuration Menu Action** - Alter user or group settings.
- **CLI Routing Action** - Route on a CLI match.
- **Transfer Action** - A blind transfer.
- **Whisper Action** - Screened transfer.
- **Call List Action** - Transfer to a user selected choice.
- **Assisted Transfer Action** - A non-blind transfer.
- **eMail Action** - Email a recording.
- **Open Door Action** - Open and/or close a door relay.
- **Alarm Set Action** - Set an alarm call time.
- **Clock Action** - Play the time to the caller.
- **Post Dial Action** - Play a recording to an extension.
- **Test Condition Action -** Test whether a condition is true or false.
- **Set User Variable Action -** Set a variable to a particular value.
- **Test User Variable Action -** Test the value of a variable.
- **Queue ETA Action -** Play the callers expect time to answer.
- **Queue Position Action -** Play the callers position in a queue.
- **Module Action** - An inserted module of actions.

Standard Action Tabs

Each action including the start points has a number of tabs. These are displayed by either double-clicking on an action or start point in the right-hand panel or right-click on it and select **Properties**.

Each action's properties consist of a number of tabs containing information about the action. The number and type of tabs varies between different types of action, this section details those tabs that are common to all action. For details of any tab specific to an action, see "Available Actions" on page 47.

General Tab

The **General** tab provides the following options:

- **Token Name:**
  The name to display within the sequence of actions.
- **Description:**
  Use this field to enter a brief description or notes about why the action is being used or other information that may be needed.
- **Pin:**
  Each action can be protected by a PIN number entered here. The PIN number can include the voicemail code of the presumed user. This is done by entering a **$** symbol. For example, entering **$** would force the caller to dial their voicemail code, entering **104$** would force the caller to dial 104 followed by their voicemail code.

Entry Prompts Tab

The **Entry Prompts** tab allows you to create a message that will be played to the caller when they reach this action. The message can consist of several prompts.

- **Add Prompt:**
  Add a prompt to the play list. The record dialogue that then appears allows you to either select an existing recorded prompt or specify the file name for and then make a new prompt. See "Wave Editor" on page 45.
- **Edit Prompt:**
  Edit the details of the currently highlighted prompt.
- **Delete Prompt:**
  Delete the currently highlighted prompt from the play list (the actual prompt file is not deleted).
- **Move Prompt:**
  Move the position of the currently highlighted prompt in the play list.
- **Allow prompts to be interrupted by Tones:**
  Allow the caller to press tone keys to make selections during the playing of the actions entry prompts.

Specific Tab

The contents of this tab vary according to the type of action.

Reporting Tab

The **Reporting** tab provides information that is then used to classify the call details within the reports produced by the CCC products (a separate product from Voicemail Pro).

- **Flag the current call has been answered by Voice Mail:**
  The system user may not want the CCC to report a call as answered until it has reached a certain action within the sequence of actions. For example, to not regard a call as answered until the caller has left a message, made a selection from a menu or has been transferred to a user or group.
- **Request to call back the current caller:**
  If this option is selected, the CCC will keep a record of the caller's CLI if provided. This is then used within the CCC product to arrange a callback call by an agent.
- **Send reporting information:**
  If selected, this option allows various bits of information to be associated with the call. The information is set in the Group name, Topic and Annotation fields. The CCC product uses that information within its call reports.

Results Tab

This tab shows the results available from an action. For the majority of actions the results are fixed and appear grayed out, ie. they cannot be changed.

For some actions the results are variable.

Start Point Action

This action represents the start point for a sequence of action.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

Module Action

This action represents an inserted module of actions. It may have results depending on whether the **Module Return** action has been used within the module. See "Voicemail Pro Modules" on page 63.

Basic Actions

These actions are chiefly used to control the routing of a call between actions.

Generic Action

This action can be used to simply play a prompt to the caller through its **Entry Prompts** tab.

For details of the default tabs see "Standard Action Tabs" on page 48.

This action can be used to enter custom commands for the voicemail server. This should only be done under direct guidance from Avaya.

Menu Action

This action allows to you specify telephone touch tones for which you want to create connections to following actions.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Touch Tones:** Use the check boxes to indicate the touch tones for which you will be setting up following actions. Note that you can only have a maximum of 15 in use at any time.
- **+ Add a Sequence of Tones:** You can add a sequence of tones to the menu. If you do add a sequence ensure that you also select its tick box before clicking on **OK**. Note that key sequences must be unique, if 5 is selected no other sequence begin with 5 can be used.
  - **? - Any Digit:**
    The ? character can be used to represent any digit. For example 123??? can be used for any six digit string starting with 123.
  - **$ - Any Sequence of Digits:**
    The $ character can be used to match any sequence of digits. Key press entry is ended either by the caller pressing # or the timeout set below occurring.
- **Wait for a key press for up to:** This option can be used to perform a timeout action if no suitable key match is entered.

Goto Action

Takes the caller to another start point. Note: Though you can connect this action to a following action, the connection will not be used.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
- **Please Select a node to go to:** Click on ... to browse for the start point. You can also browse the available call variables. You can also type the name of the start point directly.
  - For short codes the browse method does not work. Instead enter "**Short Code.*xxx***" where ***xxx*** is the short code key sequence.

Disconnect Action

This action disconnects the caller.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

Home Action

Returns the caller to the start point.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **General Tab:** The PIN option is not used for this action. See "General Tab" on page 48.

Module Return Action

This action is used within modules only. If creates a connection point from the module to subsequent actions within any action plans that use the module. A module can use several Module Return actions if necessary.

This action has no properties.

Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.

Get Mail Action

Access the messages in the caller's mailbox or the specified mailbox. The caller then has access to the standard mailbox features setup for that mailbox.

The caller can press **0** to exit the mailbox and continue to any following action.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Caller's mailbox:** The mailbox matching the start point of the call.
  - **Mailbox:** Select or enter the name of the target mailbox.

Leave Mail Action

Allow the caller to leave a message in the start point's mailbox or in a specified mailbox.

The caller can press **0** to exit the mailbox and continue to any following action.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Caller's Mailbox:** The mailbox matching the start point of the call.
  - **Mailbox:** Select or enter the name of the target mailbox.

Listen Action

Allow the caller to leave a message in the start point's mailbox or in a specified mailbox. However unlike a **Leave Mail** action the mailbox's greeting is not played and the caller cannot press **0** to exit the mailbox.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Caller's Mailbox:** The mailbox matching the start point of the call.
  - **Mailbox:** Select or enter the name of the target mailbox.

Voice Question Action

This action allows you to create a play list where the caller hears a sequence of prompts and their responses are recorded.

If the play list is completed, a single file containing the recorded responses is created. That file can then be placed into a specified mailbox or passed to an eMail action.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Add a Prompt:** Add a prompt to the play list. The record dialogue that then appears allows you to either select an existing recorded prompt or specify the file name for and then make a new prompt.
  - **Record a Response:** Specify the length of the recorded repsonse.
  - **Edit:** Edit the settings of the currently highlighted item.
  - **Delete:** Deletes the currently highlighted item from the play list. This does not delete the actual prompt file.
  - **Shuffle:** Move the currently highlighted item within the play list.
  - **Send recording to mailbox:** Specifies a mailbox into which the recorded file of responses it placed. If no mailbox is specified the file can be passed to an "**eMail Action**" on page 59.

Campaign Action

This action can be used to either route a caller into a campaign or to allow an agent to access any messages left for a campaign. See "Voicemail Pro Campaigns" on page 69.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Please select a campaign:** Displays a list of the available campaigns from which a selection can be made.
  - **Leave campaign information:** Select if the action should start the campaign to collect the caller's responses.
  - **Pick up campaign information:** Select if the action should start playing back the response left by callers to the campaign.

Configuration Actions

These actions allow the caller to alter the settings of a user or hunt group mailbox.

Edit Play List Action

This action allows the caller to re-record a specified prompt file held on the voicemail server PC. This allows users to re-record prompts other than those for their own mailbox.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **File path:** Specific which prompt file the action accesses for re-recording.

Record Name Action

This action allows the caller to re-record the mailbox name of their mailbox or a specified mailbox.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Caller's mailbox:** The mailbox matching the start point of the call.
  - **Mailbox:** Select or enter the name of the target mailbox.

Play Configuration Menu Action

This action allows various user or hunt group settings to be altered. Because of the nature of this action it should always be protected by a PIN code in its General tab.

The options given when a caller accesses this action are:

- **For a user:**
  - **1** - Edit forwarding number.
  - **2** - Edit follow me number.
  - **3** - Set call forwarding.
  - **4** - Set voicemail.
  - **5** - Set do not disturb.
  - **6** - Edit voicemail code.
  - **7** - Edit voicemail reception.
  - **8** - Set voicemail email mode.
  - **9** - Edit voicemail callback number.

- **For a hunt group:**
  - **1** - Set voicemail.
  - **2** - Edit voicemail code.
  - **3** - Set voicemail email mode.
  - **4** - Set service mode.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Caller's mailbox:** The mailbox matching the start point of the call.
  - **Mailbox:** Select or enter the name of the target mailbox.

Any changes made using this type of action are written to a file called "AuditTrail.txt" on the Voicemail Server PC. The file includes the time, date, details of the change and the CLI of the caller making the change.

Telephony Actions

These actions relate to telephony functions such as call transfers.

CLI Routing Action

This action has two results for which connections to following actions can be made. The results are **True** and **False**, based on whether the caller's CLI matches that specified by the action.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Does the current CLI match the following number:** Enter the required CLI number against which the caller's CLI is checked.

Transfer Action

This action transfers the caller to the extension that matches the mailbox selected. This is a blind transfer; if the call returns to the voicemail server again (for example if unanswered) it will be treated as a new call.

More advanced transfers are done using either a **Call List Action** or **Assisted Transfer Action**.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Mailbox:** Enter or select the target mailbox whose extension you want rung.

Whisper Action

This action is play a recording to an extension. That extension can then either accept or reject the call. Normally the recording played is the result of a preceding **Voice Question** action though a **Listen** action can also be used.

The Whisper action can be connected to a number of following actions according to whether the call is answered, rejected, gets busy or gets no answer.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Play recording to:** The extension that is rung with the caller's recording.
  - **Source of transfer:** Select the number to display on the target phone.
  - **Description:** Enter a call description to display on the target phone.
  - **No answer timeout:** Sets how long the voice mail server should wait for an answer before following the **No Answer** connection. The whisper action will not go to the target extension voicemail.
  - **Prompts played before the recording/Prompts played after the recording:** These prompts are played to the target extension when they answer the call. The prompts played after the caller's recording should include the instruction "Press 1 to accept or hang up to reject".

Call List Action

This action allows the caller to indicate to whom they want to be transferred. If selected the caller can be restricted to selecting an extension within a particular group. The transfer in this case is not blind, if unanswered the action can link to actions for no answer, busy and no answer timeout.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Transfer to group:** If you want to restrict the caller to a particular group you can enter the group here.
  - **Prompt user with a list of group members:** Select if you want the voicemail server to list the group members for the caller.
  - **Source of transfer:** Select the number to display on the target phone.
  - **Description:** Enter a call description to display on the target phone.
  - **No answer timeout:** Sets how long the voice mail server should wait for an answer before following the **No Answer** connection.

Assisted Transfer Action

This action transfers the caller to a specific mailbox's extension. The caller hears either silence or music on hold if installed. The transfer is not blind, if the call receives busy or no answer then it returns to follow the appropriate connection.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Mailbox:** Enter or select the target mailbox whose extension you want rung.
  - **Source of transfer:** Select the number to display on the target phone.
  - **Description:** Enter a call description to display on the target phone.
  - **No answer timeout:** Sets how long the voice mail server should wait for an answer before following the **No Answer** connection.

Miscellaneous Actions

These actions do not fit into a single category.

eMail Action

This action is used to send a recording to a specific email address.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Send email to:** The email address of the recipient.
  - **Subject:** The subject line for the email.
  - **Content:** Text to be placed in the email.
  - **Attach file to email:** The recorded file to be attached to the email. If just **$** is entered then the action will use the recording collected by a preceding **Leave Mail** action (see page 52) or **Voice Question** action (see page 53).

Open Door Action

This action activates either of the door entry relays provided on the IP Office. You can option to have the action open the relay, close the relay or open and then close the relay after five seconds.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:** Contains the door relay options.

Alarm Set Action

This action prompts the caller to specify the time at which they want an alarm call and to record a message for the alarm call. The voicemail server will then call the user at that time. A user can setup multiple alarms to occur a different times. Once an alarm has occurred it is deleted.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

Clock Action

This action plays the current time on the Voicemail Server PC. A short code can then be used to have this action replace users making external calls to a 'speaking clock' service.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

Post Dial Action

This action can be used to play a recording to an extension. If the IP Office has an office loud-speaker extension then this action can play messages to that extension.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Post the following action:** To play a recording, enter "(-)mywavs\hello" (substitute the appropriate file path and file name for the .wav file you want played). To play the file in a continuous loop enter "(L)mywavs\hello".
  - **To extension:** Enter or select the extension to which the call should be made. The voicemail server will attempt to make the call every 5 minutes for the next hour until successful.

Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

Test Condition Action

This action has following connections for true and false. Conditions are set through the **Conditions Editor**, see page 65.

- **Specific Tab:**
  - **Return the results of the following condition:** Allows a selection to be made from the conditions currently setup.

Set User Variable Action

This action sets a variable to a particular value. Other call flows may then use the **Test User Variable** action to check whether the variable has a particular value. Note: The variable must first be created using the User Defined Variable menu, see "User Defined Variables" on page 44.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Specific Tab:**
  - **Assign the following user variable:** The name for the user variable.
  - **With the following value:** The value of the variable.

We strongly recommend that this action type is followed by another action (if necessary a **Disconnect** action), whose entry prompt confirms to the caller that the value has been set.

In some situations, such as where the **Set User Variable** action is accessed by the user dialing a shortcode, if the user hangs-up too quickly the variable may not actually be set. Having a following action with a confirmation message encourages users not to hang up too quickly.

Test User Variable Action

This action has true and false connections that are followed according to whether a user variable matches a particular value. The **Set User Variable** action can be used in other calls to set the value of the variable.

- **Specific Tab:**
  - **This action will return "TRUE" if the following variable:** The name of the user variable to be checked.
  - **Matches the value below:** The value of the variable that will return a true result.

Queue Actions

These actions are associated with hunt group queues and so are not available to user and short code start points.

Queue ETA Action

This action plays the caller their expected time to answer (ETA) . The ETA is based on the average of the last 20 calls in the previous hour. No ETA is calculated if less than 5 calls have been answered in the previous hour.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Entry Prompts Tab:** This tab should include any prompts to play to the caller before they hear their ETA. See "Entry Prompts Tab" on page 48.
- **Specific Tab:** This tab may include any further prompts to be played to the caller after they hear their ETA.

Queue Position Action

This action plays the caller their position within the queue of calls for the group.

For details of the default tabs see "Standard Action Tabs" on page 48, this section details only tabs and settings specific to this type of action.

- **Entry Prompts Tab:** This tab should include any prompts to play to the caller before they hear their position. See "Entry Prompts Tab" on page 48.
- **Specific Tab:** This tab may include any further prompts to be played to the caller after they hear their position.

Voicemail Pro Modules

Introduction to Modules

Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow.

- In order to create connections from a module to other actions within the start point using the module, you must use **Module Return** actions within the module, see page 51.

Creating a Module

1. Click on **Modules** and then , or right-click on **Modules** and select **Add**.
2. Enter a name.
3. You can now add actions and connections to the module in the same way as for any start point.
4. In order to create connections from a module to other actions you must use the **Module Return** action within the module, see page 51.

Adding a Module to a Start Point

1. Select the start point to which you want to add the module action and then click on the right-hand panel.
2. Click and drag the module required from the left-hand panel to the right-hand panel.

Importing and Exporting Modules

Modules can be imported and exported. See "Importing and Exporting" on page 41.

Running a Module Directly from a Short Code

You can use Modules directly in conjunction with short codes. The short code must call the name of the module.

For example, the short code below will run the module named **Special** when the user dials ***97**. The service that the user receives will depend upon the actions within the module.

- **Short Code:** *97
- **Telephone Number:** "Special" *(include quote marks)*
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Running a Module Directly from an External Call

A module can applied directly to an incoming (external) call. This is done within the Manager application. Within the appropriate **IncomingCallRoute** entry, set the **Destination** to the module name prefixed with "VM:".

For example, entering ***VM:AutoAttend*** would route the call to a module called **AutoAttend**. Note that the maximum entry length is 15 characters.

- **Note:** In theory this method could be applied to any start point (for example VM:Extn204.LEAVE) except for the Manager 15 character entry limitation.

Conditions Editor

Conditions

Pressing **F6** displays the Conditions Editor.

Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example the Week Planner can be used to define a companies standard working hours, and then combined with the calendar to define exception days such as public holidays.

Within the voicemail call flow, conditions can be checked by a **Test Condition** action and, according to whether the condition is currently true or false, callers can be routed to different actions. See "Test Condition Action" on page 61.

Logic settings can be applied to both the whole condition and to the elements in a condition. These can alter when a condition is true or false.

- **AND (x+)**
  The condition is true when all the elements are true, ie. both A and B are true.
- **OR (x||)**
  The condition is true when either A or B is true.
- **NOT (x!)**
  This logic element can be used to reverse the value (eg. return false when true) of individual elements or of the whole condition.

Using the Conditions Editor

Use the following controls to create and edit conditions.

Starting the Conditions Editor

Either:

- From the toolbar click on the icon.
- Press **F6**.
- From the menu bar select **Administration** and then **Conditions Editor**.

Adding a Condition

1. Click on the icon.
2. Enter the name for the condition and then click on **OK**.
3. You can now add elements to the condition and alter the properties of those elements.

Adding Elements to a Conditions

A condition can consist of multiple elements, including several elements of the same type.

1. Click on the element drop-down list (shown as , , or in the toolbar).
2. Click on the type of element required.
3. Click on the condition to which you want to add the element.
4. You can now edit the element's settings.

Editing Elements and Conditions

1. Click on the **Condition** or **Element** and then on .
2. Alternatively for elements you can double-click on the element.
3. The elements or condition's properties are displayed for you to edit.

Changing a Condition's Logical Setting

1. Click on the logic setting drop-down list, shown as **x+** (AND), **x||** (OR) or **x!** (NOT) in the toolbar.
2. Click on the logic setting required.
3. Click on the condition or element to which the logic setting should be applied.

Deleting Elements and Conditions

1. Click on the condition or element you want to delete and then on ✕.

Available Condition Elements

The following elements are available to be used within conditions.

Calendar

The **Calendar** element is used to indicate which days of the year return true or false. Double-clicking on a particular day will either select or deselect it.

Selected days are shown with a shaded background, eg. . Note that indicates weekend days but not whether the day is selected.

The element returns 'true' if the current day is a selected day.

Week Planner

The **Week Planner** element is used to set which time periods during a normal week return 'true'. It consists of an entry for each day of the week and a start and end time for the 'true' period on each day.

Condition

The **Condition** element is used to combine the value of an already existing condition. When selected the element displays a list of the other conditions from which to select.

Compare

The **Compare** element is used to compare system variables against each other or against a value you enter.

System variables accessible by Conditions are listed in "System Variables" on page 45.

Voicemail Pro Campaigns

Introduction to Campaigns

Pressing **F7** or clicking on displays the Campaign Wizard. This is used to create, modify and delete campaigns.

Campaigns are a series of questions and answers. Callers to a campaign hear the questions and give their response, either spoken or through the telephone keypad.

Call processing agents accessing the campaign hear the caller's answers which they can then transcribe into a database or other records.

Campaign Web Access

If the Voicemail Server PC is also a web server, then during installation of Voicemail Pro it is possible to also install a Campaign Web Component. This allows access to play and change the status of campaign messages through a web browser.

- **Browser Requirements:**
  The user must have Microsoft Internet Explorer 5.0 or higher (not Netscape). Their PC must also have multimedia sound capabilities. The user must also have a mailbox on the voicemail system. The name of their mailbox is requested when the user browses the campaign messages.
- **Browsing Address:**
  During installation of the Campaign Web Component, the root address of the web server is requested. A folder called "campaign" is then added to that root. The web address for browsing will normally be set up as a link from a page within a company intranet rather than typed directly by users.
  - ***http://<server address>/campaign/campcgi.html***
  - Note that access must be via http: and not network file routing.

Adding, Modifying & Deleting Campaigns

Pressing **F7** or clicking on displays the Campaign Wizard. This allows you to select the required activity.

- **Create a new Campaign:**
  This option takes you through a series of campaign wizard menus to set the campaigns settings.
- **Modify an existing Campaign:**
  This option displays a list of existing campaigns from which you can select the one you wish to modify. You will then be taken through the campaign wizard menus for the campaign settings.
- **Delete an Existing Campaign:**
  This option displays a list of existing campaign from which you can then select the campaign to delete.

Customer Prompts

This menu is used to set the sequence of questions played to callers and to record their responses.

- **Add action:** Add a new campaign action. The options for a campaign action are then displayed.
- **Edit action:** Edit the currently highlighted campaign action.
- **Delete action:** Deletes the currently highlighted campaign action
- **Move action:** Moves the position of an action in the sequence of campaign actions.

The and commands give you access to the options for a campaign action.

- **Play a prompt to the customer:** If selected this option indicate that the action is a prompt played to the caller. You can then specify which prompt to play or create a new prompt.
- **Allow the customer to input information:** If selected, this option indicates that the action should record the caller's response.
  - **What type of input do you want:** This option sets whether the voicemail server should **Record voice** or **Record key presses**.
  - **Please enter the maximum recording length:** Sets the maximum length of recording before the next action.
  - **Please enter the maximum number of key presses:** Sets the maximum number of key presses to record before the next action.
  - **Please enter a unique name that will describe the input:** A name to associate with the action. Note: The name should be a single word with no spaces.
  - **The following prompt will be played to an agent when the above data is reviewed:** This option allows you to select or create a prompt that is played to agents before hearing the caller's response.

Customer Menu

After completing the sequence of questions and responses, the caller can be offered a menu of options.

- **Please select the prompt to be played after the customer has made their recordings:** You can select or create a prompt that is then played to callers after completing the sequence of questions and answers. The prompt should inform the customer of which actions selected from the list below they can use.
- **Please select which options will be available to the customer after the above prompt has been played:** Click on the tick boxes to select which options will be available to the customer. The customer then needs to press the corresponding key.
  - **Save the Campaign (and then quit):** Saves the callers responses and then disconnects the caller.
  - **Play back response to the Campaign:** Plays back the customers responses to them and then repeats this customer menu.
  - **Restart the whole Campaign:** Delete the customers responses and restarts the sequence of questions and answers.
  - **Quit the Campaign (without saving):** Disconnects the customer without saving their responses.
  - Move options: You can move the currently highlighted option so that the key presses associated with the options differ.

Campaign Identification

This menu is used to set a park location for the campaign and to name the campaign.

- **Where should this Campaign be parked…:** This field can be used to enter a park slot number for the campaign. This number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.
- **The name of the Campaign is:** This is the name of the campaign.

Accessing a Campaign

A campaign can be accessed in a number of ways:

- **Using the Campaign Action:**
  The Campaign action is used to route calls into a campaign ~ after those calls have been routed to an appropriate start point on the voicemail server. The actions properties set whether the call is treated as a caller to the campaign or an agent processing the campaign messages. See "Campaign Action" on page 53.
- **Using the Park Slot Number:**
  Set through the Campaign Identification menu, this number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.
- **Through a Web Browser:**
  See "Campaign Web Access" on page 69.

Using the first two methods above, when an agent accesses the messages waiting in a campaign, they have a number of telephone controls:

- **1** - Go to the start of the call.
- **2** - Rewind.
- **3** - Stop processing the message.
- **4** - Mark call as processed and delete.
- **5** - Mark call as processed and save.
- **7** - Previous response.
- **8** - Start of response.
- **9** - Next response.
- **#** - Fast forward.
- **0** - Pause
- ***** - Rewind.

Campaign Preferences

The location used to store the campaign messages and other information is set through the System Preferences. See "System Preferences" on page 42.

Voice Recording

Overview of Voice Recording

Voicemail Pro provides a number of methods for triggering the recording of a call.

Note that call recording uses the conference facility and so is subject to the conference restrictions of the IP Office system.

- **Warning Callers about Voice Recording**
  For some installations, it may be a requirement that call parties are advised that their call is about to be recorded. This is done by switching on the **Play Advice on Call Recording** option found in the Voicemail Pro System Preferences. See "Voicemail System Preferences" on page 42.

Automatic Voice Recording

Voicemail Pro provides automatic voice recording of incoming and/or outgoing calls. It can be set to record all calls or a set proportion of calls, for example 1 in every 10 incoming calls.

Most of the settings and controls for automatic voice recording are accessed through the IP Office Manager application. In each case you can select what proportion of incoming and/or outgoing calls should be recorded and the time period during which Voice Recording should operate.

- **Users:**
  Voice Recording for an individual user is set through the **Voice Recording** tab of the **User** form. The recorded calls are saved into the user's mailbox.
- **Hunt Groups:**
  Voice Recording for an hunt groups is set through the **Voice Recording** tab of the **Hunt Group** form. The recorded calls are saved into the hunt groups mailbox.
- **Account Code/CLI Matching:**
  Voice Recording can also be provided to calls that match a particular CLI or account code. This is set through the Voice Recording tab of the Account Code form. The recorded calls are saved into the mailbox of the user receiving the call.

Manual Voice Recording

Voicemail Pro allows the short code feature "CallRecord" to be used to record calls. Short codes using this feature do not need a matching short code start point within the Voicemail Pro configuration.

To record your own calls

The following is an example short code. It can be created as a user short code or as a system short code. In either case it will record into the mailbox of the user of the short code. To use the short code, place the call on hold, dial 895, the call is automatically reconnected and recording begins.

- **Short Code:** *95
- **Telephone Number:** Blank
- **Line Group ID:** 0
- **Feature:** CallRecord

To record other calls

The following is an example short code for recording a call involving a specified extension. You do not have to be in conference with or part of the call in order to use this short code.

- **Short Code:** *96*N#
- **Telephone Number:** N
- **Line Group ID:** 0
- **Feature:** CallRecord

PhoneManager Pro

PhoneManager Pro can also be used to trigger the recording of a call. The Record option in the PhoneManager Pro's Functions menu is enabled by the installation of Voicemail Pro.

Integrated Messaging System (IMS)

Using IMS Administration

IMS Administration controls the associations between email and voicemail user accounts.

To start IMS Administration:

1. Logon as a domain user with local administrator rights.
2. Select **Start | Program | IP Office | IMS Administration**.
3. The left-hand window should show IMS Sites (ie. PC's on which an IMS Service is running). If the window is blank it indicates that no computer running IMS Server could be found.
4. Select a site and then click on **+** to expand the tree.
5. Click on **IMS Associations**. This updates the IMS Administration program with the settings of the IMS service. It also displays a list of the voicemail mailboxes on that Voicemail Pro server.
6. Clicking on **Settings** to view the general settings for the site.
   - **Send Wave File**
     Controls whether voicemails are transmitted as wave files along with the email notification message. Note: The sending of .WAV files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .WAV file.
   - **Send Attached**
     Specifies that the wave file is attached to the email. This allows the recipient to copy the wave file for use elsewhere.
   - **Send Embedded**
     Specifies that the wave file is embedded in the email. This method does not allow the user to copy the wave file for use elsewhere.

Synchronise Mailbox

The **Synchronize mailbox** button is used to force the system to check that a user's messages within email match those messages in their voicemail box. During normally operation use of this control should not be required.

1. Display the list of users in the Administration program.
2. Select the user to be synchronized
3. Click on the **Synchronize mailbox** button.

Mailbox Properties

User accounts that have an association have an enabled icon (head with red collar) and the corresponding email address shown. To edit the association double-click on a User's Voice Mailbox number.

There are two tabs associated with each mailbox; **Mailbox Settings** and **User Properties**.

- **Mailbox Settings**
  This tab enables the email Address, NT Account and Voice Mailbox associations to be set.
- **User Properties**
  This tab allows the default system parameters for sending messages as .WAV files to be overridden for each user.
  - **Send Wave File**
    This is normally grayed out.
  - **Override Message Parameters**
    If checked then the **Send Wave File** box can be checked as well, enabling the individual user to have messages sent as wave files. Note: The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.

Setting up a New User

1. Double click on the user's Voice mailbox number. The **Mailbox Settings** tab will have the Voice Mailbox name filled in and the email Address and Primary NT Account fields blank.
2. Click on the 'Associated email Address' **Change** button. A list of the available email users will be shown, select the email user address to be associated with the Voice Mailbox name and click on **OK**.
3. Click on the **Primary NT Account** button to display a list of the available NT User accounts. If User accounts are not shown check that the correct domain name is shown in the **Domain** box. Select the NT User to be associated with the Voice Mailbox name and click on **OK**.
   - The **Permissions** section of the **Mailbox Settings** tab will not normally need to be changed. It is provided to cater for the case where more than one Exchange user is required to access the mailbox. This arrangement must be set-up in **Exchange Administration** to allow it to work.
   - To allow additional users to have access to the voicemails associated with this email box click on the **Add** button. Select the user from displayed list and click on **OK**. The additional user will be added to the IMS User Permissions list. Ensure that the **Access** tick box is ticked.

IMS Server Configuration

The configuration settings for the various IMS Servers can be accessed through **Integrated Messaging Server** under **Settings | Control Panel**.

System Settings

This tab contains the **Logging Level** settings for the IMS Gateway Service and the IMS Voice Service. Four levels of logging are available, the default being **None**. Normally logging is only required is some IMS problems are being experienced that require diagnosing.

- **Logging Level:**
  - **None:** No information is logged.
  - **Some:** Limited information is logged.
  - **Most:** The same as ***Some*** plus extra critical details
  - **All:** All information is logged.

Path Setting

This tab contains the settings for the paths to the IMS Database Service and the IMS Voice Service. Typically these are both installed on the same PC as the Voicemail Pro Server.

The computer names can either be entered directly or by using the **Browse** buttons provided.

Email Settings

This tab specifies settings related to the email system.

- **Transmit Wave File:**
  Specifies whether .wav files of voicemail messages should be sent within the message emails file as well. The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.
  - **Attach wave file to message**
    This allows the recipient to copy the .wav file for use elsewhere.
  - **Embed wave file in message**
    This method does not allow the user to copy the .wav file for use elsewhere.
- **Account Details:**
  This specifies the email account used by for IMS email messages. Select *Browse* to display a list of available email accounts.

Miscellaneous Procedures

Changing the IMS Server's Computer Name

It may at sometime be necessary for a System Administrator to change the Computer Name of the PC running the IMS Server software. As far as the Server PC is concerned this would be carried out in the normal manner. However each IMS Client would then need to be re-configured to take account of the server's change of name, otherwise a connection will not be able to be established between the server and the clients.

To change the target IMS Server computer name on a client PC use the following procedure:

1. From the **Start Menu**, select **Run** and enter **DCOMCNFG**. PCs running NT must be logged on with Local Administrator rights.
2. In the **Applications** tab, select **IMS System Server** and click on the **Properties** button.
3. Select the **Location** tab. Change the computer name in the text box at the bottom of the tab. Click the ***OK*** button and then click on the ***OK*** button to close the configuration utility.
4. It should not be necessary to re-boot the PC. It will be necessary to close Outlook and re-open it to test that the IMS client can connect to the IMS server.

Optimising Performance on PCs running NT

If the operation of IMS Server or Client appears to be slow on a PC running Windows NT, check that in the **Default Protocols** tab of **DCOMCNFG** that **Connection Oriented TCP/IP** is at the top of the list.

1. Select **Start** and then **Run**. Enter **DCOMCNFG**. PCs running NT must be logged on with Local Administrator rights.
2. Check that in the **Default Protocols** tab that **Connection Oriented TCP/IP** is at the top of the list.
3. Click on the ***OK*** button and then click on the ***OK*** button to close the configuration utility.

WARNING: Do **not** use **DCOMCNFG** to set the IP port range on NT. If this is done IMS will not work. When Outlook is run an error message will be displayed with information on how to fix the problem. This will normally need to be carried out by an Administrator, as it requires editing the registry.

IMS Client Does Not Start-up/Connect When PC Boots Up

If you find that the IMS Client does not start-up, connect or it hangs Outlook when it is started up at the same time as other applications you need to set the default COM security to none.

1. Select **Start** and then **Run**. Enter **DCOMCNFG**. PCs running NT must be logged on with Local Administrator rights.
2. Select the **Default Properties** tab. Set the **Default Authentication level** to **(none)**.
3. Click on the ***OK*** button and then click on the ***OK*** button to close the configuration utility.
4. You will be prompted to re-boot the machine.

Mailbox User Controls

Overview

The IP Office supports a number of methods for users to control their mailbox and messages once they have entered the mailbox.

- **Standard IP Office Mailbox Mode**
  This is the default mode for Voicemail Lite. It is also the default mode for Voicemail Pro outside the United States. See "IP Office Mode" on page 81.
- **Intuity Mailbox Mode**
  This is the default mode for the Voicemail Pro in North, South and Central America. See "Intuity Commands" on page 82.
- **Visual Voice**
  This mode is only available to Avaya 20 Series display telephones. See "Visual Voice" on page 83.
- **PhoneManager**
  The PhoneManager application allows a user to switch voicemail and voicemail ringback on/off. PhoneManager Pro also provides full visual access to the user's voicemail and allows them to be played back and controlled through their PC. Refer to the PhoneManager Users Guide for details.

Automatic Message Deletion

Messages are automatically deleted from the voicemail server after being played (including via the users IMS email client) unless set as saved by the mailbox user.

The default delay before deletion is 36 hours if installed in IP Office mailbox mode, 30 days if installed in Intuity mailbox mode.

If Voicemail Email is being used, it can be set to delete the message from the voicemail server after having forwarded it to the email address specified for the voicemail mailbox.

Telephony Operation Mode

All users should be made aware that messages are automatically deleted from the server after being played unless they set the message as saved.

All users can use the following default short codes:

- **Access their mailbox from their own extension:** *17
- **Turn voicemail on:** *18
- **Turn voicemail off:** *19
- **Turn voicemail ringback on:** *48
- **Turn voicemail ringback off:** *49

Once a user has entered their mailbox, the Voicemail Pro Server supports two sets of mailbox controls.

- **IP Office**
  This is the default mode used and matches the features of Voicemail Lite. See "IP Office Mode" on page 81.
- **Intuity**
  Intuity is a mailbox interface used on a range of Avaya voicemail systems. See "Intuity Commands" on page 82.

The prompts provided to a mailbox user are determined by the user's Locale setting as set through the Manager application. Note that on some phones the user can change their language setting themselves (refer to the appropriate User Guide). For languages supported see "Language Support" on page 11.

To select the mailbox operation mode:

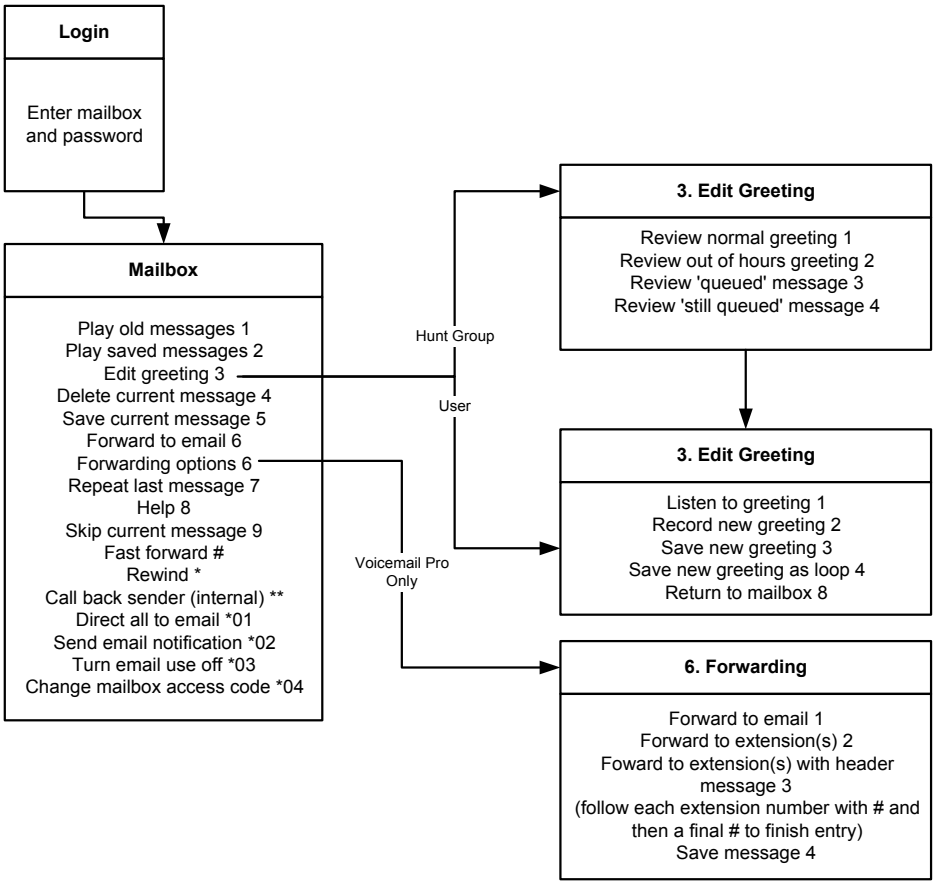
Note: If the **Regional Setting** of the server onto which Voicemail Pro is installed is "***English (United States)***", then Voicemail Pro defaults to Intuity mailbox operation.

1. Start Voicemail Pro and select the current voicemail configuration file.
2. Select **Administration** and then **Preferences**.
3. Select **Default Telephony Operation** and set this to either ***IP Office*** or ***Intuity*** as required.
4. Select **OK**.
5. From the **File** menu use **Save & Make Live** to save the configuration change.

IP Office Mode

If the Voicemail Pro Server is operating in IP Office telephony mode, users can access the following controls when collecting mail from their mailbox.

Note that user with Avaya 20 Series display telephones use the display controls rather than voice prompts. Refer to the appropriate User Guide.


Login
Enter mailbox and password
Mailbox
Play old messages 1
Play saved messages 2
Edit greeting 3
Delete current message 4
Save current message 5
Forward to email 6
Forwarding options 6
Repeat last message 7
Help 8
Skip current message 9
Fast forward #
Rewind *
Call back sender (internal) **
Direct all to email *01
Send email notification *02
Turn email use off *03
Change mailbox access code *04
Hunt Group
User
Voicemail Pro Only
3. Edit Greeting
Review normal greeting 1
Review out of hours greeting 2
Review 'queued' message 3
Review 'still queued' message 4
3. Edit Greeting
Listen to greeting 1
Record new greeting 2
Save new greeting 3
Save new greeting as loop 4
Return to mailbox 8
6. Forwarding
Forward to email 1
Forward to extension(s) 2
Foward to extension(s) with header message 3
(follow each extension number with # and then a final # to finish entry)
Save message 4

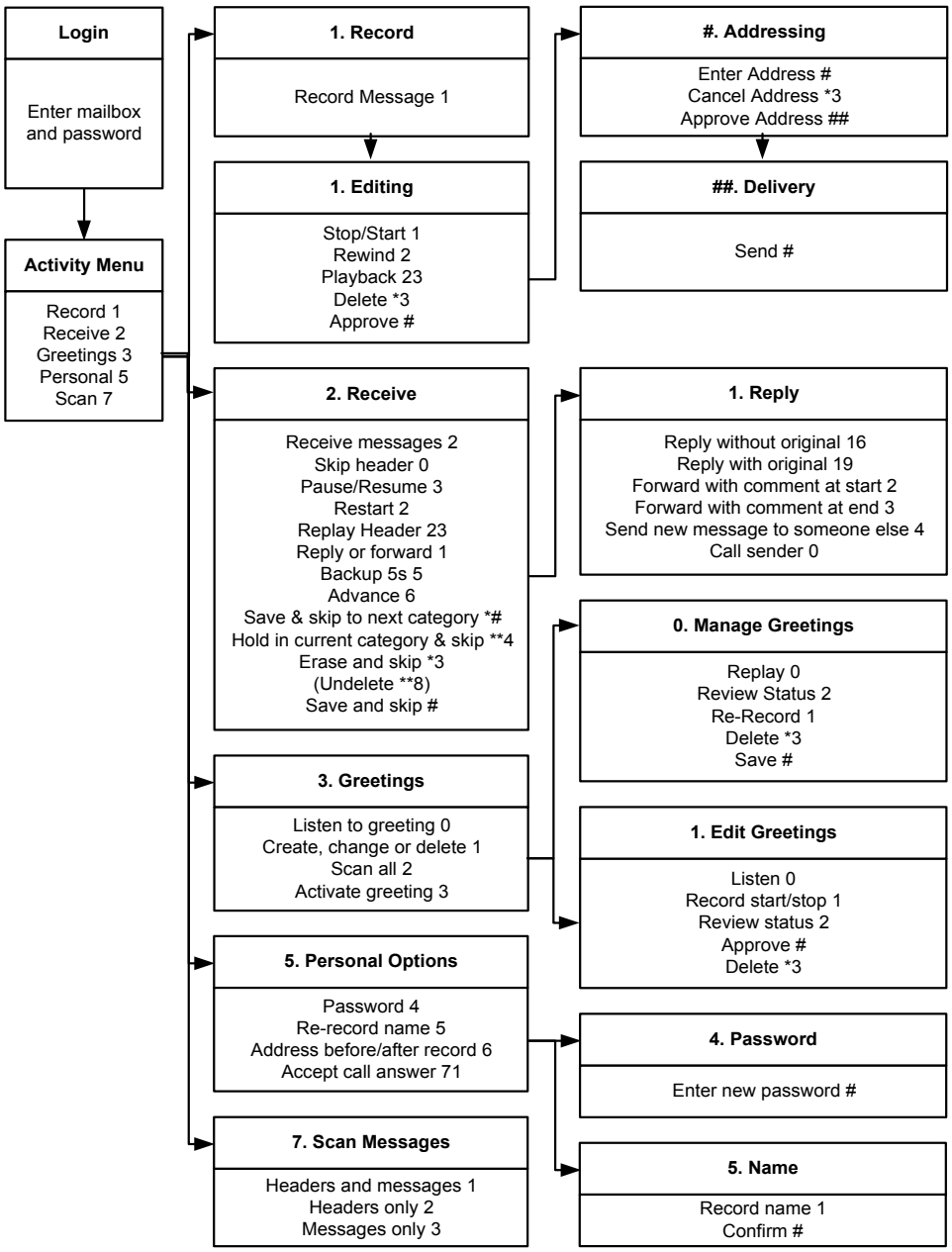
- Whilst playing message the user can also press and hold **0** to pause the message. If they have a voicemail reception number set, pressing **0** will call that number.

Note that the email option require MAPI configuration to have been setup and for the users email address to have been entered on the IP Office. See "Pre-Installation Requirements" on page 15.

If a user calls their own extension and is directed to voicemail to leave a message, they can press **8** during the initial voicemail greeting to switch to collecting messages.

Intuity Commands

If the Voicemail Pro Server is operating in Intuity telephony mode, users can access the following controls when collecting mail from their mailbox.



Callers leaving messages in the mailbox can press # after completing their message rather than hanging up. They will then hear a number of further options. If you want callers to use those option then you need to mention pressing # in your greeting.

The options are:

- Access own mailbox (internal callers only): Press ***R**
- Transfer to another extension: Press ***T**
- Transfer to cover extension: Press **0**
- To end call: Press ****S** or hang-up.

Visual Voice

Visual Voice is available on Avaya 20 Series telephones. It is accessed by pressing •**VOICE** on the telephone and then selecting from the displayed options.

- **Voicemail Lite**
  This only supports a limited set of Visual Voice controls:
  - **LISTEN**
    Gives direct access to the user's voicemail. They then need to use the standard voicemail controls.
  - **MESSAGE**
    Allows the user to leave a message directly in a mailbox they specify.

- **Voicemail Pro**
  This supports the full set of Visual Voice controls. It does not provide spoken prompts as all controls appear on the telephone display.
  - **LISTEN**
    Gives direct access to the user's voicemail. Display the number of messages and provides display controls for message handling.
  - **MESSAGE**
    Allows the user to leave a message directly in a mailbox they specify.
  - **GREETING**
    Allows the user to play and change their greeting.
  - **PASSWORD**
    Allows the user to change their mailbox access code.

- **Leaving Messages**
  When a 20 Series display telephone user calls an extension that does not answer and has voicemail on, they are not automatically routed to voicemail. They must press •**VMAIL** to leave a message.

Glossary of Terms

Assisted Transfer
A call transferred from voicemail, which if it returns again to voicemail, will return to the previous position.

Blind Transfer
A call transferred from voicemail which if it returns again to voicemail, will be treated as a new call.

Call Flow
A general term for a sequence of actions used to determine what facilities are offered to a caller.

MAPI
Messaging Application Programming Interface - Part of Microsoft's Window's Open Service Architecture (WOSA). Allows programs and devices to send emails via email clients if those clients support MAPI.

Presumed User
Some actions presume who the user associated with a call is from factors such as the original target extension or mailbox of the call. This allows those action to be used in modules without having to specify the mailbox on which they should act.

Standard Voicemail
Also called Voicemail Lite. Provides basic voicemail operation for the telephone system. The Voicemail Pro Server contains all the same functions as Voicemail Lite.

Trusted Location
A number that has been entered into the user's Source Numbers as a location from which they want to access their mailbox without being asked to enter their voicemail code. This can be an internal extension or an external number.

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$RES 45
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  Remote Access 29
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